



# Houston Information Technology Services FY2016 Budget Presentation

Charles T. Thompson, CIO

June 4, 2015



# Vision



**To be a collaborative organization that enables our employees, partners, and citizens to receive value from our technology investments now and in the future.**

# Mission

**Providing Innovative Service Delivery Supporting Our Customer's Customers.**



# Department Organization



**Charles T. Thompson**  
**FTEs: 227.8**  
**Exp.: \$71,692,241**

**Director's Office**  
**FTEs: 17.8**  
**Exp.: \$9,121,833**

- » Strategic Planning
- » Legislation & Council Support
- » Public Information Support
- » Contract Compliance
- » Financial Support
- » Procurement Support
- » Asset & Records Management
- » Operational Admin Support
- » Information & CyberSecurity Support

**Applications**  
**FTEs: 58.6**  
**Exp.: \$15,467,475**

- » Internet/Intranet Support
- » Application Services
- » Database Services
- » SAP Business Process & Management
- » On-Base Support & Configurations
- » Enterprise Geographical Information System (EGIS)
- » Data Management
- » Data Marts & Data Warehouse

**Infrastructure**  
**FTEs: 72.4**  
**Exp.: \$33,745,630**

- » Incident Management
- » Desktop & Field Support
- » Network Data Services & Maintenance
- » Network Voice Services & Maintenance
- » IT Server System Support & Maintenance

**Public Safety**  
**FTEs: 56.7**  
**Exp.: \$9,887,291**

- » Public Safety Infrastructure Services
- » Subscriber Services
- » Field Services
- » Radio System Training
- » Houston Emergency Center IT Support

**Consulting Services**  
**FTEs: 0.0**  
**Exp.: \$678,600**

- » CSMART Support

**Projects**  
**FTEs: 22.3**  
**Exp.: \$2,791,412**

- » Project Management Support & Advisory Services
- » IT Project Strategy & Governance
- » Project Analysis

# Performance Measures – Fund 1000



Customer Measures	Priorities	FY14 Actual	FY15 Budget	FY15 Estimate	FY16 Proposed
Call Center Abandonment Rate	I	7%	7%	17%	10%
Customer Service Calls Resolved within 5 Days	I	82%	89%	69%	89%
Customer Service First Contact Resolution	I	44%	57%	41%	50%
Customer Service Rating Responses (max. score of 5)	I	4	5	4	5
Customer Services Requests/Incidents Received	I	48,255	45,000	72,023	55,000
Customer Service Survey Responses Received	I	15%	11%	18%	15%

# Performance Measures – Fund 1000



Financial Measures	Priorities	FY14 Actual	FY15 Budget	FY15 Estimate	FY16 Proposed
Budgeted Expenditures vs. Actual Utilization	F	96%	98%	96%	98%
Budgeted Revenues vs. Actual Utilization	F	50%	100%	113%	100%

# Performance Measures – Fund 1002



Financial Measures	Priorities	FY14 Actual	FY15 Budget	FY15 Estimate	FY16 Proposed
Budgeted Expenditures vs. Actual Utilization	F	90%	100%	100%	100%
Budgeted Revenues vs. Actual Utilization	F	90%	100%	100%	100%



# FY2015 Accomplishments



- » CSMART Phase I – MCD & HPD
- » SAP Employee Self Service (ESS) – Citywide
- » Kronos Work Management – Citywide
- » Talent Management System – Citywide\*
- » Mobile HoustonTX.gov – Citywide
- » Identity Management Phase I – Citywide\*
- » VoIP Deployment – Citywide\*
- » PC Power & Energy Management – Citywide\*
- » AssetWorks Upgrade – FMD
- » Image Trend & Firehouse Application Support – HFD
- » Replaced All HFD Apparatus Computers – HFD
- » Safety Changes on 1,000+ HFD Radios – HFD



# Budget Summary – All Funds



Fund Name/ Number	Revenue FY15 Budget	Revenue FY16 Proposed	+/- \$/%	Expenditure FY15 Budget	Expenditure FY16 Proposed	+/- \$/%
General Fund 1000	\$425,480	\$859,152	101.93% \$433,672	\$24,565,390	\$24,164,483	-1.63% -\$400,907
Central Services Revolving 1002	\$45,834,446	\$47,527,758	3.69% \$1,693,312	\$45,834,446	\$47,527,758	3.69% \$1,693,312
Total	\$46,259,926	\$48,386,910	4.60% \$2,126,984	\$70,399,836	\$71,692,241	1.84% \$1,292,405



# Department Initiatives - Inflight



- » Verizon Wireless Deployment – Citywide
- » Data Center Consolidation – Citywide\*
- » SAP Manager Self Service (MSS) – Citywide
- » SAP Strategy Management (SSM) – Citywide
- » Identity Management Phase II & III – Citywide\*
- » HR Talent Management System (HEARS) – Citywide



# FY2016 Department Initiatives



- » Payment Card Industry (PCI) Remediation – Citywide\*
- » Asset Replacement Models Phase II & III – Citywide\*
- » SAP First Program – Citywide
- » SAP Business Warehouse Implementation – Citywide
- » ServiceNOW – Citywide\*
- » Cloud Computing and Interface Study – Citywide
- » Enterprise Content Management Pilot – HITS & Finance
- » CSMART Phase II – MCD & HPD
- » CITYSOURCE - Infor Enterprise Software Solution – Citywide\*
- » Procurement & Contract Management System – Citywide\*

# Total Revenues by Fund

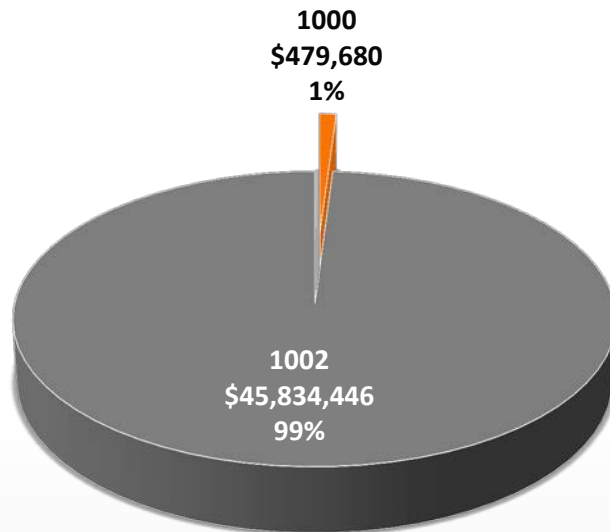


Fund Name/ Number	FY14 Actual	FY15 Budget	FY15 Estimate	FY16 Proposed	+/- \$/% FY16 Prop./FY15 Est.
General Fund 1000	\$154,885	\$425,480	\$479,680	\$859,152	79.11% \$679,472
Central Services Revolving 1002	\$35,107,212	\$45,834,446	\$45,834,446	\$47,527,758	3.69% \$1,693,312
Total	\$35,262,097	\$46,259,926	\$46,314,126	\$48,386,910	4.48% \$2,072,784

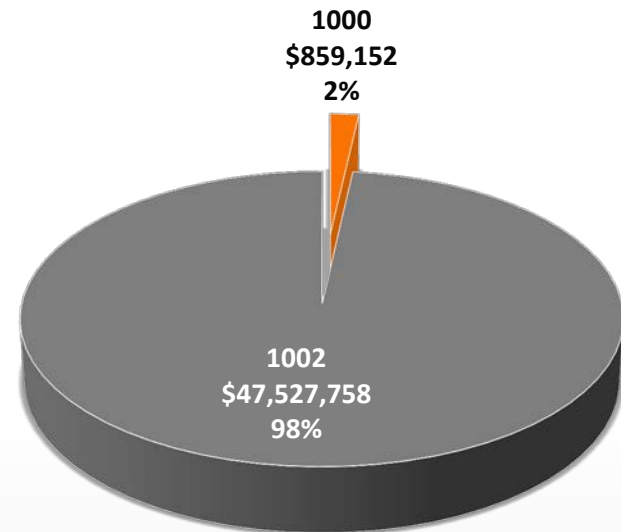
# FY2016 Revenue Highlights



## FY15 Estimate



## FY16 Proposed



### Variance Highlights

- » Fund 1000: 79.11% ↑
- » Fund 1002: 3.69% ↑

# Total Expenditures by Fund

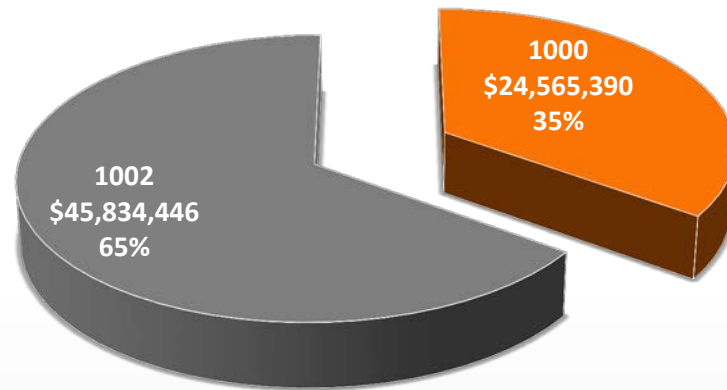


Fund Name/ Number	FY14 Actual	FY15 Budget	FY15 Estimate	FY16 Proposed	+/- \$/% FY15 vs. FY16	FTEs FY15 Budget	FTEs FY16 Proposed
General Fund 1000	\$23,696,056	\$24,565,390	\$23,565,000	\$24,164,483	-1.63% -\$400,907	173.2	171.8
Central Services Revolving 1002	\$35,107,212	\$45,834,446	\$45,834,446	\$47,527,758	3.69% \$1,693,312	53.7	56.0
Total	\$58,803,268	\$70,399,836	\$69,399,446	\$71,692,241	1.84% \$1,292,405	226.9	227.8

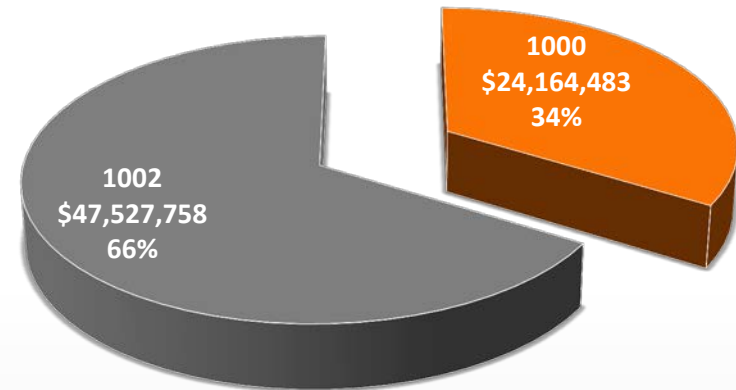
# FY2016 Expenditure Highlights



## FY15 Budget



## FY16 Proposed



### Variance Highlights

- » Fund 1000: 1.63% ↓
- » Fund 1002: 3.69% ↑



# Questions?



# Appendix



- » Contents include:
  - » Relevant operating information, such as:
    - » Demographic Breakdown
    - » Core Services Matrix
    - » Granular Details FY2015 vs. FY2016 Budget Comparisons by Fund

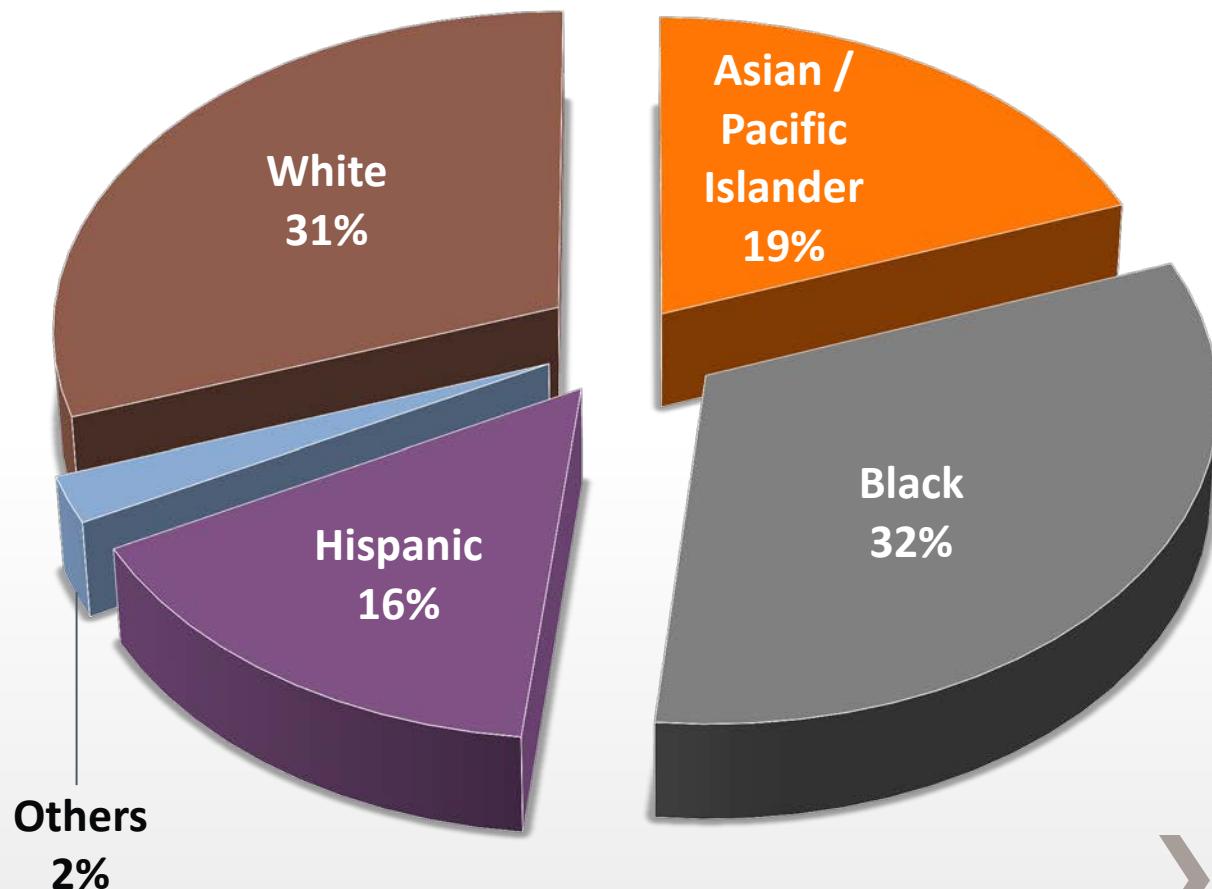
# FY2015 HITS DEMOGRAPHICS



**Employees: 213**

**Female: 66%**

**Male: 34%**



Data as of June 1, 2015

# Core Services - Director's Office

Division & Activities	Annual Projected Personnel Cost	Annual Projected Supplies & Services Cost	Total Annual Cost	Annual Projected FTEs	Mandated	Direct Service	Administrative	Fund	Impact of Reduction/Elimination
<b>Operational Management, Service Initiatives &amp; Support</b> - Provides leadership, direction and guidance that enables the department to achieve its stated goals based on strategic planning initiatives, while leveraging emerging technologies and improving business services and processes to increase operational efficiency. Provides operational support that enables the department to deliver services to other departments. Support categories include: council actions, budget, procurement, contract compliance, open records, public information, legislation, asset management and records management.	\$1,628,157	\$4,976,913	\$6,605,070	14.8	X		X	1000 & 1002	Reduction/Elimination of these services would result in increased cost due to poor project prioritization based on factors other than return on investment, project delays and increased cost due to lack of fund administration. Service delivery would be adversely effected if the thought and knowledge capital dedicated to strategic planning and business process improvements were reduced/eliminated. Inability to achieve savings through negotiated price reductions by aggregating purchase and contract spend, property loss or redundant spend due to poor inventory and inadequate business performance in terms of productivity, compliance, consistency, and accuracy of daily processes. Some services are mandated by Federal and State Statutes and by contractual obligations.
<b>Chargeback Accounts</b> - Restricted accounts that ARA, FMD, HITS, HR and PD use to allocate the cost of their services to other departments.	\$-	\$1,484,492	\$1,484,492	0.0			X	1000	Reduction/Elimination of the budget would impact the services provided by ARA, FMD, HITS, HR and PD.
<b>CyberSecurity Program</b> - Provides IT support to safeguard the City's information and information systems to reduce the risk and minimize the effect of security incidents.	\$499,697	\$532,574	\$1,032,271	3.0	X		X	1002	Reduction/Elimination of these services would place the City at risk to exposing sensitive personnel and citizen data and disrupt critical operations. Service delivery would be adversely effected if the thought and knowledge capital dedicated to detecting and responding to cyber security threats and vulnerabilities were reduced/eliminated.
<b>Director's Office Totals</b>	<b>\$2,127,854</b>	<b>\$6,993,979</b>	<b>\$9,121,833</b>	<b>17.8</b>					

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# Core Services - Applications

Division & Activities	Annual Projected Personnel Cost	Annual Projected Supplies & Services Cost	Total Annual Cost	Annual Projected FTEs	Mandated	Direct Service	Administrative	Fund	Impact of Reduction/Elimination
<b>Enterprise Application Support</b> - Responsible for developing, implementing, enhancing, maintaining, managing and supporting the functional operations of IT applications, databases, internet and intranet services throughout the City.	\$2,276,205	\$1,149,658	\$3,425,863	20.8			X	1000 & 1002	Reduction/Elimination of these services would adversely effect the management, support and development of both enterprise and departmental application and database systems, as well as the management and support of the City's intranet/internet. This would result in increased downtime to HFD's service requests, which would eventually impact the services provided to the citizens of Houston. Reduction/Elimination of the budget would also place the City in violation of license and maintenance agreements/contracts for enterprise applications and software.
<b>3-1-1 IT Support</b> - Provides IT applications, infrastructure and administrative support services to the 3-1-1 Call Center.	\$612,825	\$390,761	\$1,003,586	5.0			X	1002	Reduction/Elimination of these services would result in increased downtime to 3-1-1's service requests, which would eventually impact the services provides to citizens.
<b>SAP &amp; OnBase Support</b> - Provides SAP business process consulting and reengineering services, configuration and management, application security control, SAP Basis and SAP Business Objects, as well as OnBase support and configuration support throughout the City of Houston.	\$2,778,007	\$3,749,719	\$6,527,726	18.8	X		X	1000 & 1002	Reduction/Elimination of these services would cease the development of the system to meet City needs, cease data integration from other systems and impact data resource accessibility to users. Adhoc reporting, grants dashboard and stimulus reporting would not be readily available and security support and administration would not be in place if the budget were reduced/eliminated. Reduction/Elimination of the budget would also put the City in violation of license and maintenance agreements/contracts.
<b>SAP Debt Services Payment</b> - Reserved to pay back the Debt Service Fund for the SAP system.	\$-	\$653,736	\$653,736	0.0	X			1002	Reduction/Elimination of the budget violates the debt payment agreement between the Debt Service Fund and the Revolving Fund.

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# Core Services - Applications (Cont'd)

Division & Activities	Annual Projected Personnel Cost	Annual Projected Supplies & Services Cost	Total Annual Cost	Annual Projected FTEs	Mandated	Direct Service	Administrative	Fund	Impact of Reduction/Elimination
<b>Enterprise Geographical Information Systems Support</b> - Provides application and database development, maintenance, consulting and support for the City's geographical data system.	\$1,070,491	\$2,102,088	\$3,172,579	9.0		X	X	1000 & 1002	Reduction/Elimination of these services would negatively impact the efficiencies and effectiveness of the City's spatial data and the system.
<b>Data Management Support</b> - Responsible for analyzing, developing, organizing, managing and supporting an enterprise data warehouse with analytical and business intelligence tools used citywide.	\$683,985	\$-	\$683,985	5.0			X	1002	Reduction/Elimination of these services would impact analytical and business intelligence tools, reports and support throughout the City of Houston.
<b>Applications Totals</b>	<b>\$7,421,513</b>	<b>\$8,045,962</b>	<b>\$15,467,475</b>	<b>58.6</b>					

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# Core Services - Infrastructure

Division & Activities	Annual Projected Personnel Cost	Annual Projected Supplies & Services Cost	Total Annual Cost	Annual Projected FTEs	Mandated	Direct Service	Administrative	Fund	Impact of Reduction/Elimination
<b>Client Services</b> - Provides IT helpdesk application and troubleshooting support for various City Departments.	\$726,945	\$585,670	\$1,312,615	9.9			X	1000 & 1002	Reduction/Elimination of these services would adversely effect helpdesk support for city departments due to the inability to effectively report and track incidents and requested services.
<b>Network Data Services</b> - Provides management and support for all data (internet) lines and services throughout the City.	\$1,503,917	\$1,761,850	\$3,265,767	13.9			X	1000 & 1002	Reduction/Elimination of these services will adversely effect daily operations throughout the City.
<b>Network Voice Services</b> - Provides management and support for all voice (phone) lines and services throughout the City.	\$908,529	\$18,226,862	\$19,135,391	7.0			X	1000 & 1002	Reduction/Elimination of these services will adversely effect daily operations throughout the City.
<b>Enterprise Operations</b> - Provides management and support for data centers, production server services, storage services, messaging services, monitoring and tools services and desktop support for 18 departments.	\$4,363,612	\$5,668,245	\$10,031,857	41.6			X	1000 & 1002	Reduction/Elimination of these services will adversely effect daily operations throughout the City.
<b>Infrastructure Totals</b>	<b>\$7,503,003</b>	<b>\$26,242,627</b>	<b>\$33,745,630</b>	<b>72.4</b>					

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# Core Services - Public Safety

Division & Activities	Annual Projected Personnel Cost	Annual Projected Supplies & Services Cost	Total Annual Cost	Annual Projected FTEs	Mandated	Direct Service	Administrative	Fund	Impact of Reduction/Elimination
<b>Radio Communications Support</b> - Provides radio infrastructure, subscriber and field services operations, maintenance and support to HEC, HFD and HPD.	\$3,183,132	\$2,192,939	\$5,376,071	34.0	X		X	1000	Reduction/Elimination of the budget would impact direct system maintenance/support, preventative maintenance and network operations of the 700 MHz radio system. The installation/drive up repair services, fire Mobile Data Terminal repair, centralized electronics repair and subscriber preventative maintenance for the 700 MHz radio system, fire-station alerting services, tower site services, in building coverage support and fleet map/programming for the 700 MHz radio system would also be adversely effected if services were reduced/eliminated.
<b>HEC IT Support</b> - Provides IT applications, infrastructure and administrative support to HFD, HPD and PD first responders.	\$2,712,555	\$1,798,665	\$4,511,220	22.7	X		X	1002	Reduction/Elimination of the budget would severely degrade the ability of HFD and HPD first responders, EMS' ability to route patients to ERs, hosts and tenants ability to operate within HEC and it would impact OEM's ability to activate/manage the EOC.
<b>Public Safety Totals</b>	<b>\$5,895,687</b>	<b>\$3,991,604</b>	<b>\$9,887,291</b>	<b>56.7</b>					

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# Core Services - Consulting Services

Division & Activities	Annual Projected Personnel Cost	Annual Projected Supplies & Services Cost	Total Annual Cost	Annual Projected FTEs	Mandated	Direct Service	Administrative	Fund	Impact of Reduction/Elimination
<b>MCD IT Resources</b> - Provides IT applications, infrastructure and resources supporting MCD operations.	\$0	\$678,600	\$678,600	0.0	X		X	1002	Reduction/Elimination of the budget would impact direct system infrastructure and preventative maintenance supporting MCD's court case management system (CSMART), which would potentially result in lack of revenues due to inadequate records management and increased state audits. The City would also be put at risk for violating license and maintenance agreements/contracts if these services were reduced/eliminated.
<b>Consulting Services Totals</b>	<b>\$0</b>	<b>\$678,600</b>	<b>\$678,600</b>	<b>0.0</b>					

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# Core Services - Projects

Division & Activities	Annual Projected Personnel Cost	Annual Projected Supplies & Services Cost	Total Annual Cost	Annual Projected FTEs	Mandated	Direct Service	Administrative	Fund	Impact of Reduction/Elimination
<b>Project Management</b> - Provides IT project management support and advisory services, IT strategic and governance services, as well as IT project standards and methodologies for various citywide projects.	\$2,716,762	\$74,650	\$2,791,412	20.0	X		X	1000 & 1002	Reduction/Elimination of these services would result in increased costs due to poor efficiency planning, the inability to complete several large multi-departmental projects that are currently in flight, the inability for departments to readily access project applications, and the elimination of dashboard reporting. The City would also fail to deliver on EO 144 if these services were reduced/eliminated.
<b>Projects Totals</b>	<b>\$2,716,762</b>	<b>\$74,650</b>	<b>\$2,791,412</b>	<b>22.3</b>					

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# Houston Information Technology Services General Fund (1000)



**Charles T. Thompson**

**FTEs: 171.8**

**Exp.: \$24,164,483**

**Director's Office**

**FTEs: 14.8**

**Exp.: \$3,767,758**

- » Strategic Planning
- » Legislation & Council Support
- » Public Information Support
- » Contract Compliance
- » Financial Support
- » Procurement Support
- » Asset & Records Management
- » Operational Admin Support

**Applications**

**FTEs: 38.6**

**Exp.: \$5,842,041**

- » Internet/Intranet Support
- » Application Services
- » Database Services
- » SAP Business Process & Management Consulting
- » On-Base Support & Configurations
- » Enterprise Geographical Information System (EGIS)
- » Data Management

**Infrastructure**

**FTEs: 68.4**

**Exp.: \$7,329,910**

- » Incident Management
- » Desktop & Field Support
- » Network Data Services & Maintenance
- » Network Voice Services & Maintenance
- » IT Server System Support & Maintenance

**Public Safety**

**FTEs: 34.0**

**Exp.: \$5,376,071**

- » Public Safety Infrastructure Services
- » Subscriber Services
- » Field Services
- » Radio System Training

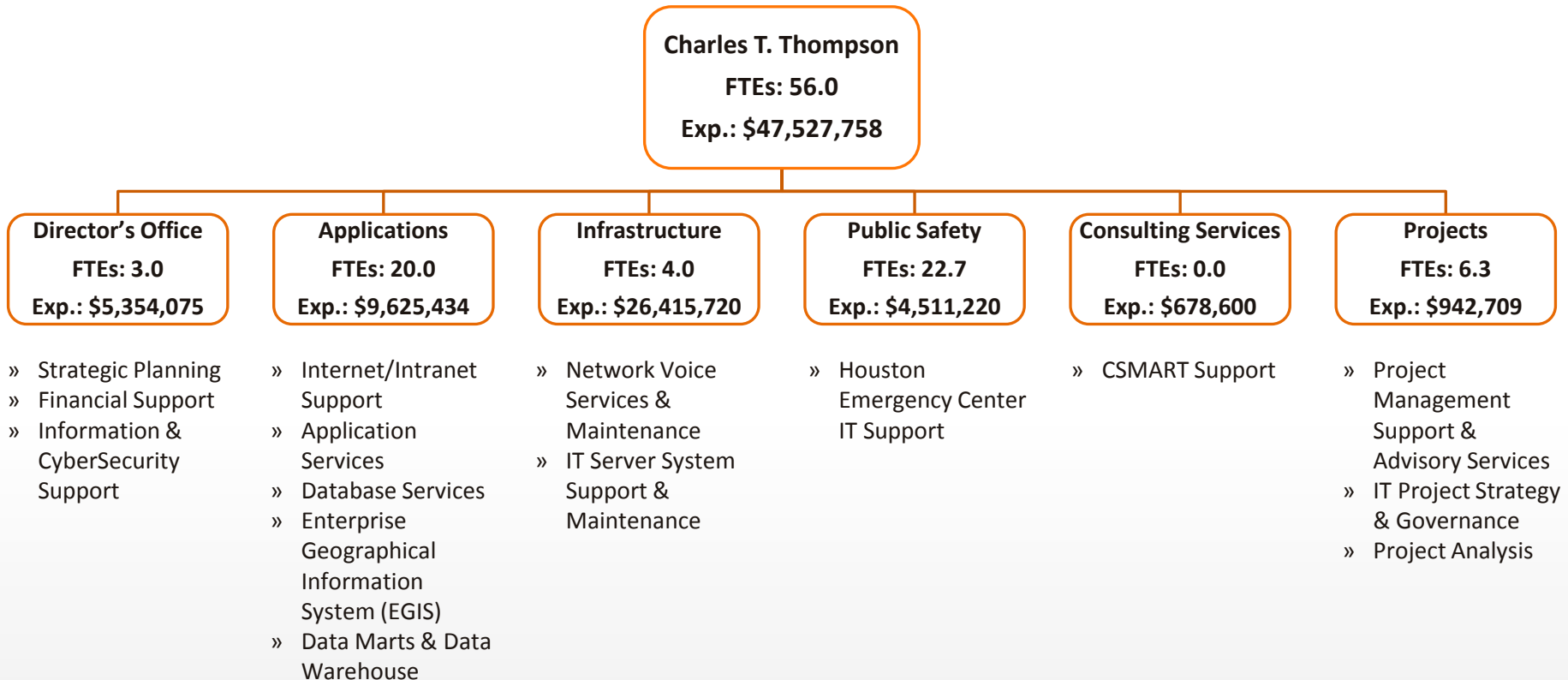
**Projects**

**FTEs: 16.0**

**Exp.: \$1,848,703**

- » Project Management Support & Advisory Services
- » Project Analysis

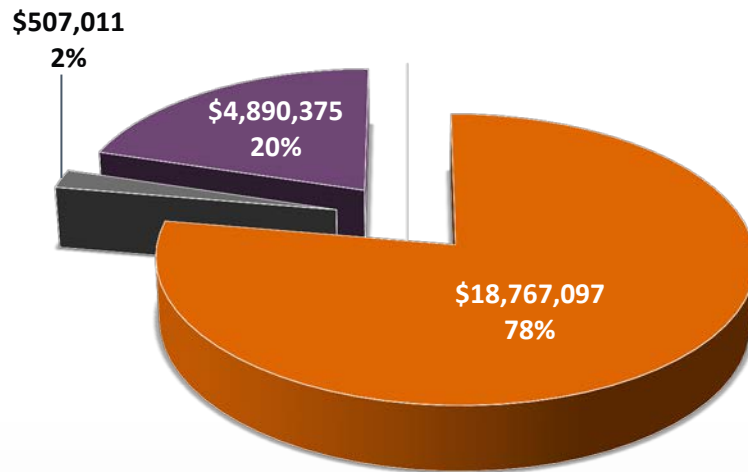
# Houston Information Technology Services Central Services Revolving Fund (1002)



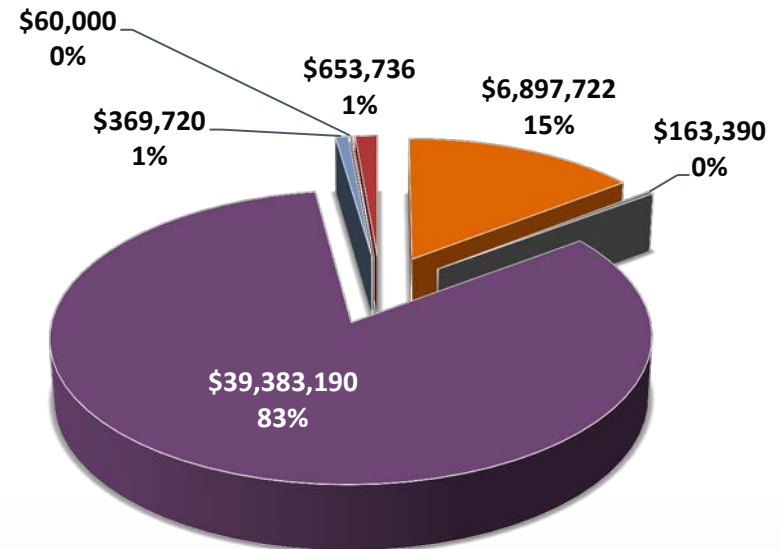
# FY2016 Expenditure Highlights



## Fund 1000



## Fund 1002



### Variance Highlights

- » Personnel: 1.59% ↑
- » Supplies: 15.10% ↑
- » Other Services & Charges: 2.14% ↑
- » Equipment: 23.06% ↓
- » Non-Capital Equipment: 20.72% ↓
- » Debt Service: Constant

Personnel   Supplies   Other Services & Charges   Equipment   Non-Capital Equipment   Debt Service

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